

You Told Us

What have we heard in
December?



We listen

Each month, we analyse the feedback we receive to get an overview of the most common themes within health and social care in Lancashire.

This informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to the provider. We encourage people to share their experiences and we offer information and signposting people if people need further support or want to make a complaint.



We engaged with 187 people



We heard the most about:

Booking GP appointments

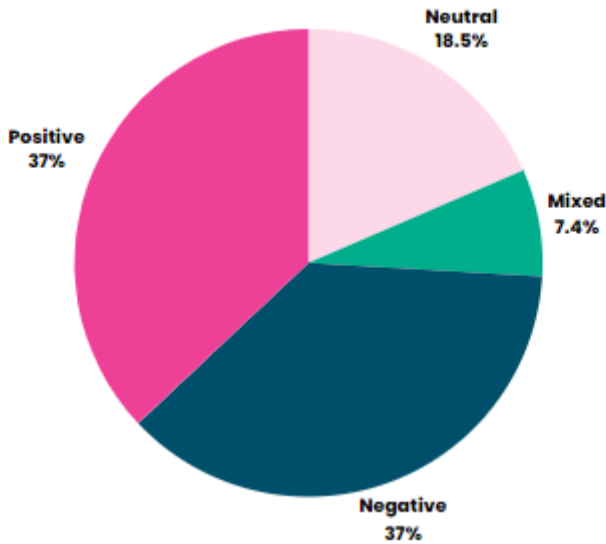
Other frequent services we received feedback about:



- **Hospitals**
- **Dentists**

"I can't get an appointment at this practice. I ring in the morning and they always say ring back tomorrow there are no appointments."

Your experiences were:



"I had a very good maternity experience. I was under RPH and I was under the consultant as I already suffered with migraines and mental health. I was also supported by the Tulip team with my diabetes."

GP Services

- Some patients feel that they receive good service from their GP.
- People are still struggling to book appointments with their GP Surgery
- One patient felt that they were not treated with respect at their GP Practice.

Hospitals

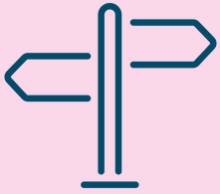
- People told us that there are long waiting times when attending A&E or Urgent Care
- Some people stated that their appointment had been cancelled without reason

Dentists

- People are still trying to register with dentists taking on NHS patients
- One person struggled to make an emergency appointment for their deaf relative
- A patient who required a root canal was told he couldn't have it done on the NHS at the practice but could have it done upstairs as a private patient.

I support refugees and asylum seekers to medical appointments, and I would like to say that they are excellent at MHC. Nurses and doctors are really good, very friendly and very kind. They always have the time to talk and it's amazing. To refugees and asylum seekers what may seem trivial to us can cause a lot of anxiety very fast so getting a quick appointment is important and I've found that at MHC they are efficient and see us quickly

Our actions were:



14

Were signposted to the right place to get further assistance and help

New Year message from Healthwatch Lancashire Manager

I would like to take the opportunity to wish everyone a Happy New Year and thank you for sharing your valued experiences of health and social care services in Lancashire. As we enter 2024, the Healthwatch Lancashire team are continuing to hear from as many people as possible, if you would like to see us in your area or visit a group you attend, please contact info@healthwatch.co.uk or give us a call on 01524 239100

Waiting for Wellness

We have completed the second phase speaking to young people about their experiences in accessing mental health services which will be published in the next few months.

The Healthwatch Lancashire team are available to talk between 9am and 5pm, Monday to Friday. We're here to listen to your views and experiences, and we can help you find the health and care services you are looking for.

There are multiple ways you can share your feedback with us. If you have an inquiry, or want to share your general experiences, you can call the office on 01524 239100 and we'll be in touch.

If you would like to leave feedback about a specific service, such as your GP Practice, care home or hospital the best place to do this is on our independent Feedback Centre at www.healthwatchlancashire.co.uk